ALBERTA INTERLIBRARY LOAN AND ZENITH SERVICES

Manual of Guidelines and Instructions for Public Librarians

Alberta
CULTURE AND MULTICULTURALISM

ALBERTA
INTERLIBRARY LOAN
AND
ZENITH SERVICES

Manual of
GUIDELINES
AND
INSTRUCTIONS
for
Public Librarians

ALBERTA CULTURE and
Multiculturalism
16214 - 114 Avenue
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TABLE OF CONTENTS

Page

Part I Alberta Interlibrary Loan System

1. Why Interlibrary Loans..... 1
2. Who can borrow..... 2
3. Definition..... 2
4. Expectations of Public Libraries 2
5. Expectations of Alberta Culture and Multiculturalism, Library Services..... 5
6. Reference Interview..... 6
7. Completing the forms..... 7
   A Monograph (Book)..... 7
   B Periodical (Magazine)..... 10
8. Delivery and the Return of Materials..... 11
9. Non-supply of Materials..... 11
10. What happens to your Interlibrary Loan? 12

Appendix A. ILL Form for Books
Appendix B. ILL Form for Periodicals
Appendix C. Status Report
Appendix D. CLA Interlibrary Loan Form
Appendix E. Copy of Envoy message

Part II Zenith Service

I. What is Zenith..... 15
II. Who may use the service..... 16
III. Definition..... 16
IV. Record Keeping..... 18
V. The Reference Interview..... 19
VI. How to call the Zenith Number..... 21
VII. How many times may Zenith be called..... 21

Appendix I Zenith Users
Appendix II Alphabetical List of Libraries

ALBERTA INTERLIBRARY LOAN SYSTEM

1. WHY INTERLIBRARY LOANS?

With more books published than ever before, no library can hope to be self-sufficient.

The logical approach to satisfying requests that a library cannot supply from its own collection is to borrow from another library. Alberta Culture and Multiculturalism, Library Services' aim is to formalize this relationship, and thereby standardize use of the process. Through interlibrary loan, libraries can call upon the resources of other libraries to deliver information or materials to the local library patron. This will mean better library service, and ultimately, an improvement in the quality of life in Alberta communities.

There is a national interlibrary loan code, developed to reflect and guide interlibrary loan practice in Canada. When Alberta Culture and Multiculturalism, Library Services has to obtain an interlibrary loan, commonly called an I.L.L., this code must be considered. For instance:

a) It is assumed that each Alberta library will provide the resources to meet the study, instructional, informational and normal research needs of its users, and that requests to borrow material from another library will be limited to items which it does not own and materials which it normally would not acquire within the scope of its collection policy.

b) No library has the right to resort to interlibrary loan to obtain materials until it has exhausted its own resources, ascertained that substitute materials are not equally acceptable to the user, and considered the feasibility of purchase rather than loan.

c) The borrowing library should screen carefully all applications for loans and ensure they conform with this code.

2. WHO CAN BORROW?

Any adult or child may borrow through the public library. The cost to the library of borrowing material is usually no more than the postage on the envelope containing the request.

Each library attempts to provide for the everyday needs of the majority of its readers. It should have a good core collection of general interest materials, with stronger collections in those areas in which there is a broad local interest (e.g. crafts, local history). When a library does not have a specific book or item of information, the local librarian can assist the patron by taking a request for interlibrary loan, or by using the Zenith system.

3. DEFINITION

Interlibrary Loan:

An interlibrary loan is a transaction in which library material is made available by one library to another library upon request. It may include the provision of photocopies as substitutes of the original material. It is a request for a specifically identified item (i.e. an author/title request, whether a periodical or monograph).

4. EXPECTATIONS OF PUBLIC LIBRARIES

Type A Library: Public Libraries without a graduate librarian, and all public libraries within a system.

Type B Library: Belong to Alberta Public Library Directors' Council. They employ a graduate librarian.

Public libraries should:

A. Develop a policy for resource sharing and interlibrary loans as stated in the Libraries Regulation, 1984.

B. Fill at least 55% (for Type A), 65% (for Type B) of the book and periodical requests of their patrons from their own stock.

C. Develop a procedures manual for their own staff on inter-library loan procedures.

D. Consider purchase of non-fiction material that has been published within the last 12 months before requesting on interlibrary loan.

E. Exhaust their own resources before using interlibrary loan, and not request materials in their own stock.

F. Comply with procedures as jointly developed by Alberta Culture and Multiculturalism, Library Services Branch and resource libraries. These procedures are defined by these parties yearly after contractual negotiations.

G. NOT request the following:

G.1 Basic reference material.

G.2 Genealogical books. (i.e. detailed books providing details of family history as opposed to books which assist in locating such material, identify persons and/or provide brief biographical information).

G.3 Paperbacks or in-print material priced at $7.00 or less.

G.4 Periodicals. (Usually photocopies of <u>articles</u> will be supplied free of charge if found in Alberta)

G.5 Current general interest fiction (published within the last 12 months)

G.6 Any book currently on the bestseller lists.

G.7 Specific texts for school, college or university courses.

G.8 Rare books.

G.9 Audio-visual material (on occasion microfilm/fiche is available when original material has been duplicated for that purpose.)

These restrictions are, at times, flexible. Smaller libraries with fewer resources will, in some instances, receive special consideration.

H. Provide full bibliographic information for requests forwarded to interlibrary loan. When providing bibliographic information the basic information required includes a) author, b) title, c) publisher, d) date of publication and edition and e) I.S.B.N. (International standard book number) or I.S.S.N. (International standard serial number).

I. If full bibliographic information is not available, provide a source indicating that the material being requested has been published. For example: if patron has seen the book, it must be stated clearly <u>where</u> (in what store) it was seen. If found in a bibliography give the full citation from the bibliography as well as the citation for the book in which it was found.

J. Have in their collection the following:

<u>Books in Print</u>

<u>Subject Guide to BIP</u>

or some other bibliographical guide which will allow patron subject requests to be translated into author/title interlibrary loan requests.

This material should not be more than five years old in type A libraries and not more than two years old in type B libraries to ensure that current information is available for collection building, to meet patron demands, and for interlibrary loan request verification.

In addition, a public library employing a library technician is expected to have other guides to in-print materials: (e.g. <u>Canadian Books in Print, British Books in Print, Paperbound Books in Print.)</u> and periodical indexes to assist with ILL verifications.

K. The requesting library is responsible for the maintenance of any book requested on ILL. Damaged and lost materials may have to be paid for by the requesting library.

L. Monitor the number of ILL's requested by a patron so that misuse of the service will not occur.

M. In addition, Type B Resource Libraries will loan material upon request and have available current book publishing information and ensure that guides to in-print material are not more than two years old.

5. EXPECTATIONS OF ALBERTA CULTURE AND MULTICULTURALISM, LIBRARY SERVICES BRANCH

Library Services Branch shall:

5.1 Facilitate the orderly and efficient exchange of information in the interlibrary loan system.

5.2 Report the status of unfilled requests after the Alberta library search is made.

5.3 Continue to search for locations until a request is terminated.

5.4 Provide leadership in promoting collection development activities which will improve the level of self sufficiency in public libraries.

5.5 Monitor the requests handled through the ILL system to ensure that materials expected to be purchased by libraries as described in 4.G are not requested through the ILL system; monitor the number of requests per patron to avoid abuse of service.

5.6 Provide a communications network between public libraries.

5.7 Ensure that priority is given to requests from libraries within systems.

6. REFERENCE INTERVIEW

6.1 Before placing a request, find out from your patron the latest possible date that the material will be of use. Make sure that the patron understands that it will likely take at least 14 days to fill the request, and can take considerably longer if we have to go outside the province.

6.2 Determine as precisely as possible what the patron really wants. The main thing to keep in mind is that the success of the system rests chiefly with the local librarian. Service to the patron will depend on your ability to aid your patron in determining just what it is he or she wants or needs to satisfy his/her needs. Some questions to consider:

- Is there any material in your library's collection on the same subject which would meet your patron's need just as well?
- Is your patron's question really a subject request which could be better handled via the Zenith information service? Would any book on the subject satisfy the patron?
- Is the item being requested eligible for loan via ILL?
- Should your patron be referred to a non-library information resource? (i.e. City Hall, School)
- Should the book be purchased rather than borrowed on ILL?
- Is the title being requested a book or a journal article?

6.3 Search your own collection thoroughly and, if feasible, check other local resources that might help (e.g. other libraries, organizations etc.).

6.4 Determine the purpose of the request as clearly as possible (e.g. term papers, report, general interest, hobby, etc.) without prying into areas of a confidential or personal nature.

6.5 If known, indicate if the material is part of a series, or has been published under a different title.

6.6. Indicate if the book is juvenile material - different catalogues may have to be checked for this type of material when the request comes to Alberta Culture and Multiculturalism, Library Services Branch (ACMLS).

7. COMPLETING THE FORMS

Alberta Culture and Multiculturalism, Library Services will supply two kinds of ILL forms: one to be used for books only (white), and one for periodical articles only (yellow).

A. Four Part Interlibrary Loan Request Form (White) - Monograph (BOOK)

The following guide should be used together with the sample form (Appendix # A) included with this manual. Each explanation has been numerically matched to a specific area of the form: any areas not numbered should be left blank.

USE ONE REQUEST FORM FOR EACH BOOK

(1) Borrowing Library

Space for you to fill in the name and complete address, of your library, including postal code. Fill in each individual request form completely.

(2) Patron Information

Fill in the name and phone number of your patron, and the date he/she placed the request.

(3) Author

Please ensure that the author's name is correct and complete. Surnames of personal authors should be cited first, followed by their first name in full. Use initials of forenames only if full name cannot be found or ascertained. If author is a corporate body (e.g. a government, society or business), give form of name in full (e.g. Canada, Department of National Health and Welfare). Abbreviations make the search more difficult.

(4) Title

Give title as completely and accurately as possible. Do not abbreviate and do not omit or shorten subtitles unless very lengthy.

(5) Sources of Reference

Give information about where the patron obtained his/her information about the book and where you verified this information. Any and all information you can obtain from your patron about the request (e.g. on which television program the item was mentioned, the author and title of the publication in which reference was noted etc.), will be extremely helpful towards filling the request. If a request cannot be verified in an index or standard tool (e.g. Books in Print, Cumulative Book Index, etc.) a photocopy of the source of information (pamphlet, bibliography, newspaper, etc.), including any authors and the title of the source, would also be very useful.

Every attempt should be made to verify the information received in any standard tools available in your library; BE SPECIFIC when citing your verification source (e.g. Books in Print 1986-87, Vol. 1, p. 36). The more information you obtain and pass on about a request the quicker the book can be located for your patron.

(6) Date of Publication and Publisher

Always attempt to supply a date of publication, or failing that, an approximate date (e.g. 1960's but not before 1960). Do not guess a particular year. Give the approximate range. This is extremely important if the request cannot be located or verified easily.

Give the name of the publisher or distributor, if known. If all you know is that it is a Canadian publisher, note this in the space provided.

(7) Edition

Fill in only if a specific edition of a book is required (e.g. 3rd ed.). If any edition will do, leave blank.

(8) Deadline Date

Please be realistic with deadlines. A popular item may be easily located. Less popular material may take longer to track down because Alberta Culture and Multiculturalism, Library Services Branch may have to go out of province. Indicate the patron's deadline whenever possible so that the patron does not receive material no longer needed. Allow at least 14 days from the date of the original request. "As soon as possible" is not specific enough.

(9) Cost or Fee

Some libraries outside Alberta charge a fee for an interlibrary loan, anywhere between $5.00 and $10.00. If your library or your patron are prepared to pay this fee, please check off the YES box, if not, put a check mark in the NO box.

(10) After completing the form, preferably by typewriter, tear off the last part (page and carbon) and retain for your records. The other three parts with carbons intact are to be sent to Alberta Culture and Multiculturalism, Library Services.

B. Four Part Interlibrary Loan Request Form (Yellow) - Periodical (MAGAZINE) (See Appendix B)

Libraries will not normally lend their periodicals on ILL, however, they may photocopy articles.

(a) Give full title of the periodical, the issue number and the date e.g. Canadian Library Journal Vol. 37, No. 4 August 1980.

(b) Indicate the title of the article, the author and page numbers.

(c) Give name of index and page number where located (e.g. Readers Guide, 1980 p. 315) as your source of reference. Failing that, include as much source information about the request as is available to you.

(d) If your library and patron would accept the article in microfilm format to be used in the library please indicate in source of reference that this format is acceptable.

(e) Photocopies

If found in Alberta, the material will be supplied free of charge. The number of pages photocopied by a resource library, because of copyright laws, will be left to the discretion of the supplying library (resource library). If the request has to go out of the province there will be a charge. Please indicate if your patron and/or library is or is not prepared to pay by checking the appropriate box on the form.

8. DELIVERY AND THE RETURN OF MATERIALS

A. For those libraries on the Alberta Government Courier Service, ILL will be delivered through that service. It is the responsibility of all librarians to ensure for the pick-up and delivery of these materials. Failure to check the drop off point regularly results in the material being returned to point of origin which in turn results in a disappointed patron.

B. Libraries receiving ILL by mail will receive the materials in a jiffy bag, usually with a return postage-paid label in it.

C. Each library is responsible for the return of the material to the lending library (not to A.C.M.L.S.).

D. In case of loss or damage, and in case of overdue books, the borrowing library is obliged to meet all costs of repair, replacement or overdue fines according to the policy of the lending library.

9. NON-SUPPLY OF MATERIALS

Some books disappear from all libraries. If you don't receive the desired material within 30 days of the date that the request was sent and no status report has been received from Library Services

Branch, check with your patron to see if the material will still be useful, then contact Alberta Culture and Multiculturalism, Library Services Branch and ask for a status report on your request. Give all the details that were included on your original request, particularly the date the item was originally requested. Any communication you receive from a library advising that material cannot be supplied as promised should be forwarded to, or discussed with, Library Services Branch so that another location will be sought. See Appendix #C for sample of the Status Report. It is found also on the reverse of the ILL form and will be sent to you indicating why the requested item cannot be supplied.

10. WHAT HAPPENS TO YOUR INTERLIBRARY LOAN?

These are the steps that take place when you send in your Interlibrary loan request:

A. Your ILL request form is received at A.C.M.L.S. The next morning all titles are put on the Envoy message system to the following designated resource centres:

Marigold Library System
Parkland Regional Library
Yellowhead Regional Library
Lethbridge Public Library
Medicine Hat Public Library
County of Strathcona Municipal Library
Peace Library System

If the requested material is on the shelf at one of the above libraries it is delivered to you with a copy of the Envoy message.

B. Edmonton Public Library and Calgary Public Library:

If the title is not found at the Resource Libraries listed in Item A, on the second day the request is sent to the Calgary and Edmonton Public Libraries.

C. University of Alberta

If not found at Calgary or Edmonton Public Libraries, the collection of the University of Alberta is searched next. If the requested material is on the shelf it is sent to you. If the material is already on loan it is reserved.

D. University of Calgary

If the material is not held in any of the above libraries, the request is searched on the University of Calgary database. If available there, you will receive, along with the book, a copy of the Envoy message indicating your ILL request number. In all instances, the copy of the Envoy message must be included when the borrowed material is returned.

E. Reserves

After all resource libraries in Alberta have been checked and the item is found but is presently out on loan, a reserve will be placed and a report will be sent to you acknowledging that such action has been taken.

F. Books from out of province libraries

Sometimes requested material is not available within the province and the request must be forwarded to a library elsewhere in Canada. These requests are handled via Telex, Envoy or Canada Post. The requesting library is notified that such action has been taken (see Appendix C - Status report). The lending library will send the book with a copy of the Telex or Envoy message (see Appendix E), or with a copy of the official CLA / ALA form (Appendix D). In all instances, the copy of the form has to be included with the book when it is returned to the lending library.

G. Follow up

If no libraries own the requested material, a copy of your request form will be returned to you with the status report on the reverse side. These status reports frequently request more information or some other form of reply. Prompt consideration of such queries will mean speedier resolution of your request and ultimately a happier patron. Replies to status reports requesting more information should be sent directly to Library Services Branch by the date requested. After that date the ILL will be cancelled.

H. Loan Period

Some libraries would like to request material for a longer period of time. Many lending libraries do not allow extended loan. If you require an item longer than specified, it will have to be accomplished by direct communication between you and the lending library.

I. Forms

If you need additional forms, contact Alberta Culture and Multiculturalism, Library Services.

Alberta
CULTURE

INTER-LIBRARY LOAN REQUEST
MONOGRAPH

PATRON (2) _____

DATE (2) _____ TEL (2) _____

DEADLINE DATE (8) _____

IF AVAILABLE OUTSIDE ALBERTA, A FEE MIGHT BE CHARGED
WOULD YOU PAY? (9) ☐ YES ☐ NO

BORROWING LIBRARY:

ADDRESS IN FULL (1) _____

AUTHOR (3) _____ LC NO. _____

TITLE (4) _____ ISBN NO. _____

PUBLISHER (6) _____ DATE (6) _____ EDITION (7) _____

SOURCE OF REFERENCE (5) _____

_____

H2103

1 - 5	
6 - 8	
9 - 11	
12 - 14	
15 - 17	
18 - 20	
21/22	
23 - 24	

MAIL TO:

INTER LIBRARY LOANS
LIBRARY SERVICES BRANCH
16214 - 114 AVENUE
EDMONTON, ALBERTA
T5M 2Z5

FOR OFFICE USE ONLY

☐ LBG	☐ SA	☐ _____	☐ BIP ☐ UTLAS ☐ DOBIS _____	
☐ MG	☐ STR	☐ EPL	☐ BIP/SG ☐ _____	
☐ MH	☐ YH	☐ CPL	☐ CBIP	
☐ PE	☐ _____	☐ U/A	☐ BBIP	
☐ PK	☐ _____	☐ U/C	☐ PBIP	
			☐ OONL	

SEE OVER FOR STATUS REPORT

General Business Forms Ltd 2308

APPENDIX A

Alberta
CULTURE

INTER-LIBRARY LOAN REQUEST
PERIODICAL

BORROWING LIBRARY:

ADDRESS IN FULL (1) _____

PATRON (2) _____

DATE _____ TEL _____

DEADLINE DATE (8) _____

IF AVAILABLE OUTSIDE ALBERTA, A FEE WILL BE CHARGED. WOULD YOU PAY? (e) ☐ YES ☐ NO

PERIODICAL TITLE (IN FULL) (a) _____ VOLUME/ NUMBER (a) _____

AUTHOR (b) _____ DATE (a) _____

TITLE OF ARTICLE (b) _____ PAGE(S) (b) _____

SOURCE OF REFERENCE (c) and (d) _____

MAIL TO:

INTER LIBRARY LOANS
LIBRARY SERVICES BRANCH
16214 - 114 AVENUE
EDMONTON, ALBERTA
T5M 2Z5

FOR OFFICE USE ONLY

☐ LBG ☐ SA ☐ _____
☐ MG ☐ STR ☐ EPL
☐ MH ☐ YH ☐ CPL
☐ PE ☐ _____ ☐ U/A
☐ PK ☐ _____ ☐ U/C

☐ UTLAS
☐ DOBIS
☐ _____
☐ OONL

Z3503	1 - 5
	6 - 8
	9 - 11
	12 - 14
	15 - 17
	18 - 20
	21/22
	23 - 24

SEE OVER FOR STATUS REPORT

APPENDIX B

Alberta Culture Library Services
Interlibrary Loans
Status Report

Date _____

Your request

( ) 1. Will be supplied by _____

( ) 2. Material requested is out on loan; has been reserved at _____

_____

( ) 3. The only copy available is at _____

at a charge of $ _____. If you still want it, please advise

us by _____.

( ) 4. No Alberta location: We are searching further.

There will be a delay in response time.

( ) 5. No Canadian location found. Do you wish us to search further?

Please reply by _____.

( ) 6. Disregard previous status report.

( ) 7. Other _____

_____

OR

Your request is returned for the following reason:

( ) 1. Not available for loan ( ) Genealogical ( ) Reference

( ) AV Material ( ) Textbook ( ) Rare Books

May be consulted at _____

( ) 2. Cancelled. Not available by deadline date.

( ) 3. New publication/still in print.

( ) Available in paperback - suggest purchase.

( ) Current fiction/bestseller - suggest purchase.

( ) 4. Cannot verify or locate. Can your patron provide more

information? Please reply by _____

( ) 5. Other _____

_____

CARR McLEAN
TORONTO
NO. 65-250

BORROWING LIBRARY

FILL IN LEFT HALF OF FORM INCLUDING BOTH LIBRARY ADDRESSES IN FULL

FOLD HERE

SEND SHEETS A, B AND C TO LENDING LIBRARY, AND ENCLOSE SHIPPING LABEL

LENDING LIBRARY

FILL IN PERTINENT ITEMS UNDER REPORTS, RETURN SHEETS B AND C TO BORROWING LIBRARY

REV 6/77

A REQUEST

Date of request: Not needed after: Requester's order no.

CALL NO.

For use of Status Dept.

Book author: OR periodical title, vol. and date

Book Title, edition, place, year series: OR periodical article author, title, pages. ☐ This edition only

Verified in: OR: item cited in

ISBN, OR ISSN, or LC card, or OCLC, or other number if known_____:
If non-circulating, & cost does not exceed $_____, please supply ☐ Microfilm ☐ Hard copy

Request complies with
☐ 108(g)(2) Guidelines (CCG)
☐ other provisions of copyright law (CCL)

AUTHORIZED BY: (full name)_____
TITLE _____

Request for ☐ **LOAN** or ☐ **PHOTOCOPY**
According to the A.L.A. Interlibrary Loan Code

REPORTS: Checked by
SENT BY. ☐ Library rate ☐ _____
Charges $_____ Insured for $_____
Date sent_____
DUE _____

RESTRICTIONS: ☐ For use in library only
☐ Copying not permitted ☐ _____

NOT SENT BECAUSE: ☐ In use ☐ Not Owned
☐ Non Circulating
☐ Request of _____

Estimated Cost of: ☐ Microfilm_____
☐ Hard copy_____

BORROWING LIBRARY RECORD:

Date received_____
Date returned_____
By ☐ Library rate ☐ _____
Postage enclosed $_____ Insured for $_____

RENEWALS: ☐ No renewals
Requested on_____
Renewed to_____
(or period of renewal)

Note the receiving library assumes responsibility for notification of non-receipt

APPENDIX D

Command? E
TO: ILL.SS
CC:
Subject: ILLO REQ 03201
Text:

PLEASE LOAN OR RESERVE FOR:

AIRDRIE MUNICIPAL LIBRARY
BOX 659
AIRDRIE, ALBERTA
T0M 0B0

ADAMS, MARGARET
COLLECTIBLE DOLLS & ACCESSARIES OF THE 20'S AND 30'S FROM SEARS...

DOVER, 1986

VER REFCATSS
YOUR CALL # 745.59221

THANKS

Send? Y

Msg posted May 11, 1987 1:19 PM MDT MSG: HVPA-0002-1483

Z E N I T H S E R V I C E

I. WHAT IS ZENITH

It is the objective of Library Services to provide access to information for citizens of Alberta through their public library regardless of their geographic location.

Major public libraries, in agreement with Library Services Branch, act as Resource Centres, and make their information services available to other libraries whose local resources are unable to meet patron information needs. Resource Centres provide materials, photocopies and quick verbal answers. The government courier service is used to provide speedy delivery of materials to those libraries served by the courier. Libraries not on the courier service receive their material by mail. Alberta Culture and Multiculturalism, Library Services absorbs all costs incurred by the Resource Centres.

The Zenith line is a toll-free telephone line made available to all public libraries in Alberta by the Library Services Branch of Alberta Culture and Multiculturalism. In order to provide optimum services, the province has been divided into geographic areas that link all libraries to a major Resource Centre. These resource centres are:

Alberta Culture
and Multiculturalism
Library Services Branch
Calgary
Edmonton
Lethbridge
Marigold
Medicine Hat
Parkland
Peace Library System
(Grande Prairie)
St. Albert
County of Strathcona
Yellowhead

Appendices I and II indicate who is served by each Resource Centre.

II WHO MAY USE THE SERVICE

1. Any public library in Alberta

2. Librarians or designated staff members, using the library phone, may call Zenith for a patron-originated informational request that cannot be answered locally.

III DEFINITION

Information service is assistance provided in response to a request for information. It may involve the use of materials, instruction on their use, interpretation of information or recommendations on materials. For Zenith purposes, it does not include general checks of the library catalogue.

*TYPE "A" PUBLIC LIBRARIES ARE EXPECTED TO:-

1. Provide a collection to reflect the information needs of their own communities as outlined in their plans of service.

2. Answer 60% of the reference questions from their own patrons from their own resources.

3. Have a reference procedures manual for use by their staff.

4. Have a telephone to contact other local informational sources, and ensure that these resources as well as their own collection are used before contacting the Zenith service.
(e.g. neighbouring libraries, municipal offices, recreation board, health unit, schools and colleges).

* Public libraries without a graduate librarian, and all public libraries in systems.

5. Transmit and explain the level and complexity of information being sought through the Zenith service by indicating:

   5.1 Any time limits on the information required.

   5.2 The reading level for which the information is required. (e.g. ELEMENTARY, GENERAL INTEREST, PERSONAL RESEARCH, UNIVERSITY)

   5.3 How much information is needed. (e.g. one or more books, photocopying, one or more viewpoints for a research paper)

   5.4 The currency of the information required. (e.g. is the latest information required, or does the patron want general information)

   5.5 The purpose of the request. (e.g. recreational reading, term paper, continuing education, general interest)

6. Keep records of information questions which can serve to assist in collection development.

7. Support staff development and training in reference skills.

8. Evaluate and measure the effectiveness of their own information services.

9. Maintain a current reference collection that will include at least:

   Canadian Almanac and Directory or Corpus Almanac of Canada
   A general multi-volume encyclopedia
   A dictionary
   Statesman's Year Book or World Amanac of Canada
   The Canadian Encyclopedia
   A general world atlas

9.1 In addition to the above materials, a public library, where a library technician is employed, is expected to maintain a current collection that will include:

Periodical indexes (e.g. Canadian Periodical Index or Reader's Guide)
A collection of periodicals to reflect the needs of the community
A selection of reference material covering all areas of knowledge, and selected from recognized selection tools

10. Public libraries will not ask Resource Centres for the following types of information:

Searches of the catalogue under a particular subject
Pictures
Answers to contest or quiz questions
Medical or legal advice
Genealogical searches
Identification of objects
Evaluation of art, antiques, jewelry, stamps, coins, rare books, etc.

11. The expectations for Type "B" and "C" libraries and Alberta Culture and Multiculturalism, Library Services Branch are detailed in Networking in Alberta: Levels of Service Expectations, published in February, 1986.

IV RECORD KEEPING

Here is a sample form that can be printed and used for recording reference questions that require research and/or referral to your Resource Centre:

Date: _____ Deadline: _____

Patron's Name: _____ Phone Number: _____

Question(s): _____

_____

_____

Places Checked: _____

_____

_____

_____

Answer Found: _____

_____

Referred to Resource Centre: _____ Date answered: _____

Keep statistics about questions; if certain types of questions re-occur, this may indicate a need for collection development in your library. Reference statistics are also a useful measure of one type of service that the library is providing.

V THE REFERENCE INTERVIEW

The librarian must be willing to help all who come to the library seeking information. A good technique for a reference librarian is to ask the patron the following five basic questions:

1. What is the actual question?

2. What is the need for the information? Term paper? Hobby? Work? It is important not to pry, but it should be explained that knowing the purpose for which the information is needed may put the search into better perspective.

3. How much material is wanted? There is "too much" as well as "not enough".

4. What level is required? This, both for reading level and for background. An engineer may want a simple explanation for color photography which isn't her field; a ten year old may want an advanced text if it is his hobby. Don't jump to conclusions based on appearance, age or sex of the patron.

5. How long can the patron wait for the information? To read what is provided? The actual date is essential. ("Rush" or "as soon as possible" are open to interpretation.)

The above questions are the skeletal five. They become a warm helping hand:

When there is a real interest, warmth and empathy shown.

When the person's privacy is respected.

When the librarian doesn't act in a superior fashion, but attempts to put the patron at ease by listening, being friendly.

When the librarian admits to not knowing, and turns to the dictionary, encyclopedia, certainly to the patron for further knowledge, or to another library.

When the librarian doesn't press assistance on an independent person.

When the librarian is aware of what is going on in the community, reads the local paper, is prepared for some questions before they are asked.

When the concern for the people in the community is shown by alerting others outside the library to information that might be useful to them.

VI HOW TO CALL THE ZENITH NUMBER

(Libraries within the direct dialing area of a Resource Centre omit step 1 and simply call the Resource Centre directly using the library's number.)

1. a) Contact your local telephone operator.

   b) Give the operator the number "ZENITH 22171" and the operator will connect you to the appropriate Resource Centre.

2. a) Ask for "Information Desk" or "Reference Department".

   b) Identify yourself to the Resource Centre as a Zenith user.

   c) Give the name of your library.

   d) State your question.

Occasionally the AGT operator will connect you to the wrong Resource Centre. When this happens please notify Library Services at 427-2556 and the problem will be corrected as soon as possible.

VII HOW MANY TIMES MAY ZENITH BE CALLED

As many times as you have patrons requesting information that cannot be answered locally. However, it is expected that Type "A" and "B" libraries will strive to attain the 60%/68% fill rate that is outlined in the Networking in Alberta document, also repeated in part on pages 16 - 18 of this manual. (See the Networking document for the expectations prescribed for Resource Libraries, Systems and Type "C" Libraries.)

APPENDIX I

Zenith Users

Alberta Culture and Multiculturalism, Library Services

Phone: 427-2774

Airdrie Public Library

Banff Public Library

Grande Cache Public Library

Hinton Public Library

Zenith Users

Calgary Public Library

Phone: 266-4606

Lethbridge Public Library
Marigold Library System
Medicine Hat Public Library
Northwest Territories Library Service, Hay River
Parkland Regional Library
Red Deer Public Library
Yellowknife Public Library, NWT

Zenith Users

Edmonton Public Library

Phone: 429-0852

St. Albert Public Library

Fort McMurray Public Library

County of Strathcona Public Library

Peace Library System (Grande Prairie)

Yellowhead Regional Library

Zenith Users

Lethbridge Public Library

Phone: 329-3233

Arrowwood Public Library
Barnwell Public Library
Bellevue Public Library
Blairmore Public Library
Brocket Public Library
Cardston Public Library
Carmangay Public Library
Champion Public Library
Claresholm Public Library
Coaldale Public Library
Coleman Public Library
Coutts Public Library
Enchant Public Library
Fort MacLeod Public Library
Glenwood Public Library
Granum Public Library
Lomond Public Library
Magrath Public Library
Milk River Public Library
Milo Public Library
Nanton Public Library
Picture Butte Public Library
Pincher Creek Public Library
Raymond Public Library
Stavely Public Library
Stirling Public Library
Taber Public Library
Vauxhall Public Library
Vulcan Public Library
Warner Public Library

Zenith Users

Marigold Library System

Phone: 934-5334

Acme Public Library
Beiseker Public Library
Black Diamond (Sheep River) Pub. Lib.
Canmore Public Library
Carbon Public Library
Cereal Public Library
Cessford Public Library
Consort Public Library
Delia Public Library
Drumheller Public Library
East Coulee Public Library
Empress Public Library
Exshaw Public Library
Gleichen Public Library
Hanna Public Library
High River Public Library
Hussar Public Library
Irricana Public Library
Linden Public Library
Longview Public Library
Morrin Public Library
Okotoks Public Library
Oyen Public Library
Rockyford Public Library
Rumsey Public Library
Standard Public Library
Strathmore Public Library
Three Hills Public Library
Trochu Public Library
Youngstown Public Library

Zenith Users

Medicine Hat Public Library

Phone: 527-5551

Alcoma Public Library (Rainer)
Amisk Public Library
Bassano Public Library
Bow Island Public Library
Brooks Public Library
Brownfield Public Library
Castor Public Library
Cochrane Public Library
Coronation Public Library
Crossfield Public Library
Czar Public Library
Duchess Public Library
Foremost Public Library
Gem Public Library
Hughenden Public Library
Irvine Public Library
Millarville Public Library
Provost Public Library
Ralston Public Library
Redcliff Public Library
Rolling Hills Public Library
Rosemary Public Library
Stettler Public Library
Tilley Public Library
Veteran Public Library

Zenith Users

Parkland Regional Library - Lacombe

Phone: 782-3850

Alix Public Library
Alliance Public Library
Bashaw Public Library
Bawlf Public Library
Bentley Public Library
Blackfalds Public Library
Bowden Public Library
Camrose Public Library
Caroline Public Library
Carstairs Public Library
Clive Public Library
Cremona Public Library
Daysland Public Library
Delburne Public Library
Didsbury Public Library
Eckville Public Library
Edberg Public Library
Elnora Public Library
Forestburg Public Library
Galahad Public Library
Hardisty Public Library
Hay Lakes Public Library
Innisfail Public Library
Killam Public Library
Lacombe Public Library
Lone Pine Public Library
Lougheed Public Library
Mirror Public Library
Mynarski Public Library
Nordegg Public Library
Olds Public Library
Penhold Public Library
Ponoka Public Library
Rimbey Public Library
Rocky Mountain House Public Library
Sedgewick Public Library
Sundre Public Library
Sylvan Lake Public Library
Water Valley Public Library

Zenith Users

Peace Library System (Grande Prairie)

Phone: 532-3580

Bear Canyon Public Library
Beaverlodge Public Library
Berwyn Public Library
Fairview Public Library
Falher Public Library
Grimshaw Public Library
High Level Public Library
High Prairie Public Library
Hines Creek Public Library
Hythe Public Library
Kinuso Public Library
La Glace Public Library
McLennan Public Library
Manning Public Library
Nampa Public Library
Peace River Public Library
Rainbow Lake Public Library
Sexsmith Public Library
Spirit River Public Library
Valhalla Centre Public Library
Valleyview Public Library

Zenith Users

St. Albert Public Library

Phone: 459-1682

Andrew Public Library
Athabasca Public Library
Bon Accord Public Library
Boyle Public Library
Bruderheim Public Library
Debolt Public Library
Devon Public Library
Edson Public Library
Faust Public Library
Fawcett Public Library
Flatbush Public Library
Fort Vermilion Public Library
Gibbons Public Library
Grassland Public Library
Jarvie Public Library
Jasper Public Library
Keg River Public Library
Lamont Public Library
Linaria Public Library
Morinville Public Library
Newbrook Public Library
Niton Junction Public Library
Radway Public Library
Redwater Public Library
Rochester Public Library
Ryley Public Library
Slave Lake Public Library
Swan Hills Public Library
Thorhild Public Library
Tofield Public Library
Viking Public Library
Vimy Public Library
Wanham Public Library
Westlock Public Library
Wildwood Public Library
Zama City Public Library

Zenith Users

County of Strathcona Municipal Library

Phone: 464-8266

Ashmont Public Library
Bonnyville Public Library
Brownvale Public Library
Caslan Public Library
Cold Lake Public Library
Derwent Public Library
Eaglesham Public Library
Edgerton Public Library
Elk Point Public Library
Fort Saskatchewan Public Library
Fox Creek Public Library
Grand Centre Public Library
Hairy Hill Public Library
Heinsburg Public Library
Irma Public Library
Iron River Public Library
Kitscoty Public Library
La Crete Public Library
Lac La Biche Public Library
Lafond Public Library
Lloydminster Public Library
Mallaig Public Library
Mannville Public Library
Marwayne Public Library
Medley Public Library
Myrnam Public Library
Paradise Valley Public Library
Plamondon Public Library
Rycroft Public Library
St. Isidore Public Library
St. Paul Public Library
Silver Valley Public Library
Smoky Lake Public Library
Two Hills Public Library
Vegreville Public Library
Vermilion Public Library
Vilna Public Library
Wainwright Public Library
Wandering River Public Library
Waskatenau Public Library
Willingdon Public Library

Zenith Users

Yellowhead Regional Library - Spruce Grove

Phone: 962-2004

Alberta Beach Public Library
Alder Flats Public Library
Barrhead Public Library
Beaumont Public Library
Breton Public Library
Calmar Public Library
Darwell Public Library
Drayton Valley Public Library
Duffield Public Library
Entwistle Public Library
Evansburg Public Library
Fort Assiniboine Public Library
Keephills Public Library
Lakedell Public Library
Leduc Public Library
Mayerthorpe Public Library
Millet Public Library
Neerlandia Public Library
New Sarepta Public Library
Onoway Public Library
Rich Valley Public Library
Sangudo Public Library
Seba Beach Public Library
Spruce Grove Public Library
Stony Plain Public Library
Sunwapta Shores Public Library
Thorsby Public Library
Tomahawk Public Library
Wabamun Public Library
Warburg Public Library
Wetaskiwin Public Library
Whitecourt Public Library
Winfield Public Library

APPENDIX II

Alphabetical List of Libraries

Acme Public Library	Marigold Library System
Airdrie Public Library	Alberta Culture and Multiculturalism, Library Services
Alberta Beach Public Library	Yellowhead Regional Library
Alcoma Public Library (Rainier)	Medicine Hat Public Library
Alder Flats Public Library	Yellowhead Regional Library
Alix Public Library	Parkland Regional Library
Alliance Public Library	Parkland Regional Library
Amisk Public Library	Medicine Hat Public Library
Andrew Public Library	St. Albert Public Library
Arrowwood Public Library	Lethbridge Public Library
Ashmont Public Library	County of Strathcona Public Library
Athabasca Public Library	St. Albert Public Library
Banff Public Library	Alberta Culture and Multiculturalism, Library Services
Barnwell Public Library	Lethbridge Public Library
Barrhead Public Library	Yellowhead Regional Library
Bashaw Public Library	Parkland Regional Library
Bassano Public Library	Medicine Hat Public Library
Bawlf Public Library	Parkland Regional Library
Bear Canyon Public Library	Peace Library System
Beaumont Public Library	Yellowhead Regional Library
Beaverlodge Public Library	Peace Library System
Beiseker Public Library	Marigold Library System
Bellevue Public Library	Lethbridge Public Library
Bentley Public Library	Parkland Regional Library
Berwyn Public Library	Peace Library System
Black Diamond (Sheep River) Public Library	Marigold Library System
Blackfalds Public Library	Parkland Regional Library
Blairmore Public Library	Lethbridge Public Library
Bon Accord Public Library	St. Albert Public Library
Bonnyville Public Library	County of Strathcona Public Library

Bow Island Public Library	Medicine Hat Public Library
Bowden Public Library	Parkland Regional Library
Boyle Public Library	St. Albert Public Library
Breton Public Library	Yellowhead Regional Library
Brocket Public Library	Lethbridge Public Library
Brooks Public Library	Medicine Hat Public Library
Brownfield Public Library	Medicine Hat Public Library
Brownvale Public Library	County of Strathcona Public Library
Bruderheim Public Library	St. Albert Public Library
Calgary Public Library	Resource Library
Calmar Public Library	Yellowhead Regional Library
Camrose Public Library	Parkland Regional Library
Canmore Public Library	Marigold Library System
Carbon Public Library	Marigold Library System
Cardston Public Library	Lethbridge Public Library
Carmangay Public Library	Lethbridge Public Library
Caroline Public Library	Parkland Regional Library
Carstairs Public Library	Parkland Regional Library
Caslan Public Library	County of Strathcona Public Library
Castor Public Library	Medicine Hat Public Library
Cereal Public Library	Marigold Library System
Cessford Public Library	Marigold Library System
Champion Public Library	Lethbridge Public Library
Claresholm Public Library	Lethbridge Public Library
Clive Public Library	Parkland Regional Library
Coaldale Public Library	Lethbridge Public Library
Cochrane Public Library	Medicine Hat Public Library
Cold Lake Public Library	County of Strathcona Public Library
Coleman Public Library	Lethbridge Public Library
Consort Public Library	Marigold Library System
Coronation Public Library	Medicine Hat Public Library
Coutts Public Library	Lethbridge Public Library
Cremona Public Library	Parkland Regional Library

Crossfield Public Library	Medicine Hat Public Library
Czar Public Library	Medicine Hat Public Library
Darwell Public Library	Yellowhead Regional Library
Daysland Public Library	Parkland Regional Library
Debolt Public Library	St. Albert Public Library
Delburne Public Library	Parkland Regional Library
Delia Public Library	Marigold Library System
Derwent Public Library	County of Strathcona Public Library
Devon Public Library	St. Albert Public Library
Didsbury Public Library	Parkland Regional Library
Drayton Valley Public Library	Yellowhead Regional Library
Drumheller Public Library	Marigold Library System
Duchess Public Library	Medicine Hat Public Library
Duffield Public Library	Yellowhead Regional Library
Eaglesham Public Library	County of Strathcona Public Library
East Coulee Public Library	Marigold Library System
Eckville Public Library	Parkland Regional Library
Edberg Public Library	Parkland Regional Library
Edgerton Public Library	County of Strathcona Public Library
Edmonton Public Library	Resource Library
Edson Public Library	St. Albert Public Library
Elk Point Public Library	County of Strathcona Public Library
Elnora Public Library	Parkland Regional Library
Empress Public Library	Marigold Library System
Enchant Public Library	Lethbridge Public Library
Entwistle Public Library	Yellowhead Regional Library
Evansburg Public Library	Yellowhead Regional Library
Exshaw Public Library	Marigold Library System
Fairview Public Library	Peace Library System
Falher Public Library	Peace Library System
Faust Public Library	St. Albert Public Library
Fawcett Public Library	St. Albert Public Library
Flatbush Public Library	St. Albert Public Library

Forestburg Public Library	Parkland Regional System
Fort Assiniboine Public Library	Yellowhead Regional Library
Fort MacLeod Public Library	Lethbridge Public Library
Fort McMurray Public Library	Edmonton Public Library
Fort Saskatchewan Public Library	County of Strathcona Public Library
Fort Vermilion Public Library	St. Albert Public Library
Fox Creek Public Library	County of Strathcona Public Library
Galahad Public Library	Parkland Regional Library
Gem Public Library	Medicine Hat Public Library
Gibbons Public Library	St. Albert Public Library
Gleichen Public Library	Marigold Library System
Glenwood Public Library	Lethbridge Public Library
Grand Centre Public Library	County of Strathcona Public Library
Grande Cache Public Library	Alberta Culture and Multiculturalism, Library Services
Granum Public Library	Lethbridge Public Library
Grassland Public Library	St. Albert Public Library
Grimshaw Public Library	Peace Library System
Hairy Hill Public Library	County of Strathcona Public Library
Hanna Public Library	Marigold Library System
Hardisty Public Library	Parkland Regional Library
Hay Lakes Public Library	Parkland Regional Library
Heinsburg Public Library	County of Strathcona Public Library
High Level Public Library	Peace Library System
High Prairie Public Library	Peace Library System
High River Public Library	Marigold Library System
Hines Creek Public Library	Peace Library System
Hinton Public Library	Alberta Culture and Multiculturalism, Library Services
Hughenden Public Library	Medicine Hat Public Library
Hussar Public Library	Marigold Library System
Hythe Public Library	Peace Library System
Innisfail Public Library	Parkland Regional Library

Irma Public Library	County of Strathcona Public Library
Iron River Public Library	County of Strathcona Public Library
Irricana Public Library	Marigold Library System
Irvine Public Library	Medicine Hat Public Library
Jarvie Public Library	St. Albert Public Library
Jasper Public Library	St. Albert Public Library
Keephills Public Library	Yellowhead Regional Library
Keg River Public Library	St. Albert Public Library
Killam Public Library	Parkland Regional Library
Kinuso Public Library	Peace Library System
Kitscoty Public Library	County of Strathcona Public Library
La Crete Public Library	County of Strathcona Public Library
La Glace Public Library	Peace Library System
Lac La Biche Public Library	County of Strathcona Public Library
Lacombe Public Library	Parkland Regional Library
Lafond Public Library	County of Strathcona Public Library
Lakedell Public Library	Yellowhead Regional Library
Lamont Public Library	St. Albert Public Library
Leduc Public Library	Yellowhead Regional Library
Lethbridge Public Library	Calgary Public Library
Linaria Public Library	St. Albert Public Library
Linden Public Library	Marigold Library System
Lloydminster Public Library	County of Strathcona Public Library
Lomond Public Library	Lethbridge Public Library
Lone Pine Public Library	Parkland Regional Library
Longview Public Library	Marigold Library System
Lougheed Public Library	Parkland Regional Library
Magrath Public Library	Lethbridge Public Library
Mallaig Public Library	County of Strathcona Public Library
Manning Public Library	Peace Library System
Mannville Public Library	County of Strathcona Public Library
Marigold Library System	Calgary Public Library
Marwayne Public Library	County of Strathcona Public Library

Mayerthorpe Public Library	Yellowhead Regional Library
McLennan Public Library	Peace Library System
Medicine Hat Public Library	Calgary Public Library
Medley Public Library	County of Strathcona Public Library
Milk River Public Library	Lethbridge Public Library
Millarville Public Library	Medicine Hat Public Librar
Millet Public Library	Yellowhead Regional Library
Milo Public Library	Lethbridge Public Library
Mirror Public Library	Parkland Regional Library
Morinville Public Library	St. Albert Public Library
Morrin Public Library	Marigold Library System
Mynarski Public Library	Parkland Regional Library
Myrnam Public Library	County of Strathcona Public Library
Nampa Public Library	Peace Library System
Nanton Public Library	Lethbridge Public Library
Neerlandia Public Library	Yellowhead Regional Library
New Sarepta Public Library	Yellowhead Regional Library
Newbrook Public Library	St. Albert Public Library
Niton Junction Public Library	St. Albert Public Library
Nordegg Public Library	Parkland Regional Library
Northwest Territories Library Service (Hay Lakes)	Calgary Public Library
Okotoks Public Library	Marigold Library System
Olds Public Library	Parkland Regional Library
Onoway Public Library	Yellowhead Regional Library
Oyen Public Library	Marigold Library System
Paradise Valley Public Library	County of Strathcona Public Library
Parkland Regional Library	Calgary Public Library
Peace Library System (Grande Prairie)	Edmonton Public Library
Peace River Public Library	Peace Library System
Penhold Public Library	Parkland Regional Library
Picture Butte Public Library	Lethbridge Public Library
Pincher Creek Public Library	Lethbridge Public Library

Plamondon Public Library	County of Strathcona Public Library
Ponoka Public Library	Parkland Regional Library
Provost Public Library	Medicine Hat Public Library
Radway Public Library	St. Albert Public Library
Rainbow Lake Public Library	Peace Library System
Ralston Public Library	Medicine Hat Public Library
Raymond Public Library	Lethbridge Public Library
Red Deer Public Library	Calgary Public Library
Redcliff Public Library	Medicine Hat Public Library
Redwater Public Library	St. Albert Public Library
Rich Valley Public Library	Yellowhead Regional Library
Rimbey Public Library	Parkland Regional Library
Rochester Public Library	St. Albert Public Library
Rocky Mountain House Public Library	Parkland Regional Library
Rockyford Public Library	Marigold Library System
Rolling Hills Public Library	Medicine Hat Public Library
Rosemary Public Library	Medicine Hat Public Library
Rumsey Public Library	Marigold Library System
Rycroft Public Library	County of Strathcona Public Library
Ryley Public Library	St. Albert Public Library
St. Albert Public Library	Edmonton Public Library
St. Isidore Public Library	County of Strathcona Public Library
St. Paul Public Library	County of Strathcona Public Library
Sangudo Public Library	Yellowhead Regional Library
Seba Beach Public Library	Yellowhead Regional Library
Sedgewick Public Library	Parkland Regional Library
Sexsmith Public Library	Peace Library System
Silver Valley Public Library	County of Strathcona Public Library
Slave Lake Public Library	St. Albert Public Library
Smoky Lake Public Library	County of Strathcona Public Library
Spirit River Public Library	Peace Library System
Spruce Grove Public Library	Yellowhead Regional Library
Standard Public Library	Marigold Library System

Stavely Public Library	Lethbridge Public Library
Stettler Public Library	Medicine Hat Public Library
Stirling Public Library	Lethbridge Public Library
Stony Plain Public Library	Yellowhead Regional Library
Strathcona Public Library	Edmonton Public Library
Strathmore Public Library	Marigold Library System
Sundre Public Library	Parkland Regional Library
Sunwapta Shores Public Library	Yellowhead Regional Library
Swan Hills Public Library	St. Albert Public Library
Sylvan Lake Public Library	Parkland Regional Library
Taber Public Library	Lethbridge Public Library
Thorhild Public Library	St. Albert Public Library
Thorsby Public Library	Yellowhead Regional Library
Three Hills Public Library	Marigold Library System
Tilley Public Library	Medicine Hat Public Library
Tofield Public Library	St. Albert Public Library
Tomahawk Public Library	Yellowhead Regional Library
Trochu Public Library	Marigold Library System
Two Hills Public Library	County of Strathcona Public Library
Valhalla Centre Public Library	Peace Library System
Valleyview Public Library	Peace Library System
Vauxhall Public Library	Lethbridge Public Library
Vegreville Public Library	County of Strathcona Public Library
Vermilion Public Library	County of Strathcona Public Library
Veteran Public Library	Medicine Hat Public Library
Viking Public Library	St. Albert Public Library
Vilna Public Library	County of Strathcona Public Library
Vimy Public Library	St. Albert Public Library
Vulcan Public Library	Lethbridge Public Library
Wabamun Public Library	Yellowhead Regional Library
Wainwright Public Library	County of Strathcona Public Library
Wandering River Public Library	County of Strathcona Public Library
Wanham Public Library	St. Albert Public Library

Warburg Public Library	Yellowhead Regional Library
Warner Public Library	Lethbridge Public Library
Waskatenau Public Library	County of Strathcona Public Library
Water Valley Public Library	Parkland Regional Library
Westlock Public Library	St. Albert Public Library
Wetaskiwin Public Library	Yellowhead Regional Library
Whitecourt Public Library	Yellowhead Regional Library
Wildwood Public Library	St. Albert Public Library
Willingdon Public Library	County of Strathcona Public Library
Winfield Public Library	Yellowhead Regional Library
Yellowhead Regional Library	Edmonton Public Library
Yellowknife Public Library, NWT	Calgary Public Library
Youngstown Public Library	Marigold Library System
Zama City Public Library	St. Albert Public Library